



# ERIE COUNTY CIVIL SERVICE OPPORTUNITIES

OPEN TO THE PUBLIC

ERIE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

**Note: new application fee**

Please refer to our internet address at: [www.erie.gov](http://www.erie.gov)

A NON-REFUNDABLE \$10.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION  
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)

## EMPLOYMENT COUNSELOR (SPANISH SPEAKING)

NO. 68-655

\$35,287 - \$46,378

**NOTICE:** Erie County no longer maintains a file of applicant transcripts. Exam applicants must be prepared to provide documentation of educational qualifications (transcript, diploma, etc.) to the hiring agency prior to appointment. Documentation may also be submitted with the exam application.

**RESIDENCE REQUIREMENTS:** CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF ERIE COUNTY FOR AT LEAST FOUR MONTHS IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST AND MUST BE LEGAL RESIDENTS OF ERIE COUNTY AT THE TIME OF APPOINTMENT. The eligible list resulting from this examination will be used to fill future vacancies in the Department of Social Services.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the date of the written test: Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree, and one year of experience in either educational or vocational guidance or employment interviewing, employment counseling or employment placement work; and either:

- a. One additional year of experience as described above;
- OR
- b. Completion of 30 graduate semester credit hours with specialization in guidance or counseling;
- OR
- c. An equivalent combination of training and experience as defined by the limits of (a) and (b).

**SPECIAL REQUIREMENTS:** 1. Possession of a New York State Driver's License at time of appointment. 2. Successful candidates must demonstrate ability to speak and understand Spanish as spoken in the Buffalo metropolitan area.

**NOTE:** 1. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting the experience requirements. 2. Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**DUTIES:** An *Employment Counselor (Spanish Speaking)* counsels clients concerning educational background, skills, physical capacities and attitudes for the determining of employment possibilities and the need for educational or vocational training; ascertains qualifications of applicants and compares with requirements of available positions, referring clients having the necessary qualifications to prospective employers; refers clients to appropriate training programs and serves as liaison to training providers; counsels clients to obtain and continue in suitable employment by discussing with them the correction of personal habits and attitudes that may affect their work and goal setting; counsels client in overcoming barriers to employment; determines specific areas for concentration of efforts to develop placement possibilities, personally engaging in interview with prospective employers; establishes and maintains contact with major industrial employers for the purpose of developing placement sources; advises caseworker of persons who have not complied with placement procedures and works with caseworker regarding a specific adjustment problem which client may have; conducts correspondence and prepares reports; maintains placement files; evaluates training programs and client's progress; verifies eligibility to participate in various employment programs; may facilitate classroom training of work-seeking clients in all aspects related to a job search and subsequent retention of that newly found employment.

A medical examination may be required before appointment.

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED  
TO RECEIVE ADDITIONAL POINTS. (See application for more information.)

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE

EXAMINATION DATE

SEPTEMBER 16, 2006

SEE REVERSE SIDE

APPLICATIONS MUST BE  
POSTMARKED BY

AUGUST 16, 2006

**SUBJECT OF EXAMINATION:** This examination will consist of two parts: 1. A weighted written test; and 2. A qualifying Spanish language oral test.

THE QUALIFYING SPANISH LANGUAGE ORAL TEST is designed to evaluate the candidate's proficiency in the Spanish language, at the level appropriate for the position(s) being filled. Only a sufficient number of candidates needed to fill the present vacancy will be called to take part in this qualifying portion of the examination. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying oral test. Candidates must pass both parts of this examination in order to be eligible for appointment. A level 2 proficiency in the above language is required to pass this qualifying oral test. This is equivalent to having a working oral language proficiency with understandable, smooth expression at a conversational level of communication.

The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **ACQUIRING AND MAINTAINING EMPLOYMENT** - These questions test for knowledge and skills needed to help clients acquire and maintain employment. Questions may cover such topics as: helping clients to develop skills in locating job openings, preparing resumes, completing employment applications, and interviewing for jobs; assessing client needs; developing employment plans; matching clients with job opportunities based on client skills, interests, and experience; and developing and recruiting new job opportunities with employers.
2. **INTERVIEWING** - These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
3. **PREPARING WRITTEN MATERIAL** - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
4. **PRINCIPLES AND PRACTICES OF EMPLOYMENT COUNSELING** - These questions test for knowledge and understanding of principles, practices and techniques of employment counseling in individual and group settings. Questions may cover such topics as: assessing customers' job related skills and abilities; utilizing vocational tests; matching customers with appropriate training and employment opportunities; matching customers with special incentive programs; assisting customers to develop job-search skills and career plans; working with customers and employers to develop appropriate job opportunities; utilizing public employment service programs; applying department policies and program knowledge to counseling and working with special applicant groups; establishing, maintaining and terminating the customer-counselor relationship.

**NOTICE TO CANDIDATES:** Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

**NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)**  
**(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

## INFORMATION FOR CANDIDATES

**APPLICATION FORMS:** You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin St., Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

Mail your application form when completed to the Erie County Department of Personnel, 95 Franklin St., Buffalo, NY 14202.

Candidates who submit incomplete applications and documentation may be disqualified. The Erie County Department of Personnel reserves the right to reject for lateness or to accept applications filed after the advertised filing period.

**MILITARY STATUS:** Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE.** If you have applied for any other Civil Service exams for employment with New York State or any other local government jurisdiction, you must make arrangement to take all the exams at one test site.

If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518)457-7022 no later than two weeks before the test date.

If you have applied for other local government exams, call or write each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than three weeks before the date of the exams. You must notify all local government civil service agencies with whom you have filed an application of the which you wish to take your exam(s). For this exam call (716)858-7509 or write Erie Co. Personnel Dept., 95 Franklin St., Buffalo, NY 14202.

**ADMISSION TO EXAMINATION:** Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

**SPECIAL ARRANGEMENTS:** Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

**RATINGS REQUIRED:** Tests are rated on a scale of 100 with a passing mark at 70. Unless the announcement states otherwise, you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

**TRAINING AND EXPERIENCE:** If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

**VERIFICATION OF QUALIFICATIONS:** Candidates may be investigated or called for an interview to verify information contained on the application.

Verifiable part-time and/or volunteer experience may be pro-rated toward meeting full-time experience requirements.

**MEDICAL EXAMINATION:** You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

In accordance with State Law, Governor's Executive Order 6, and Section 504 of the Federal Rehabilitation Act of 1973, as amended the County of Erie does not discriminate against handicapped persons in access to employment, during employment, or in any of its programs and activities.

**ELIGIBLE LIST:** The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate. Eligible lists are active for a minimum of one year and a maximum of four years from the date established.

**Background Investigation:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Applicants may be required to pay a fee for the investigation.

**NOTE:** Fingerprints are sometimes required at the time of appointment. When they are required, the fee involved must be paid by the appointee.

**\*\*IMPORTANT APPLICATION FEE - READ CAREFULLY\*\***  
A \$10 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.